



For a typical home that consumes

174 cubic meters (m³) of water annually, the increased cost for water and wastewater services for 2019 is estimated to be \$18.76 (1.71%) per year.



InnServices is accredited to the DWQMS



Who do I call about my bill?

InnPower Customer Service:

Monday – Friday, 8:30 am – 4:30 pm
Phone: 705-431-4321 or 705-458-4329
Email: cs@innpower.ca

Who do I call about my water meter?

Town of Innisfil Customer Service:

Monday – Friday, 8:30 am – 4:30 pm
Phone: 705-436-3710 or 1-888-436-3710
Email: inquiry@innisfil.ca

Who do I call if I have a water or wastewater emergency?

Monday – Friday, 8:30 am – 4:30 pm

Town of Innisfil Customer Service:
Phone: 705-436-3710 or 1-888-436-3710

Evenings or Weekends

Water/Wastewater Emergencies Only
South Simcoe Police Dispatch
Phone: 705-436-2141



innservices

7251 Yonge Street, Innisfil ON L9S 0J3

705-436-3710 | 1-888-436-3710

innisfil.ca/innservices | inquiry@innisfil.ca

Accessible formats available upon request.



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Water and Wastewater

2019 RATES

For Municipally Serviced Water and/
or Wastewater properties ONLY



How can I pay my bill?

- 1 **Through your financial institution** online, by telephone, or at your local branch
- 2 **Regular mail** to InnPower Corporation
- 3 **In person** at InnPower Corporation with cash, debit or cheque
- 4 **Pre-authorized payment (PAP)**
With a PAP plan, your bill payment will be automatically withdrawn from your bank or trust account. Regular PAP plan payments are withdrawn on the due date of each bill. Equal Payment PAP plan payments are withdrawn on either the 1st, 10th or 15th day of the month.
- 5 **Visa or MasterCard Payments Online** via innpower.ca or by calling 1-866-837-0181 (service fee applied)

Important: All payments are first applied to "electricity charges" in accordance with the Ontario Energy Board's Distribution System Code, and then applied to "water and wastewater charges."

Online Payments

Choose the "bill payee" called InnPower Corporation on your financial institution's website. Your account number is the 11 digit number on your bill, for example: 008-000450-03 (leave out dashes). To ensure payment is received on time, please allow 2-3 business days for payment to be processed.

What if I am late paying?

An overdue interest charge of 1.25% per month is charged on all water and wastewater accounts not paid in full by due date specified on the customer invoice. Any accounts in arrears for ninety(90) days will be transferred to the Town of Innisfil and added to the property tax account. These amounts are then considered taxes and are payable to the Town of Innisfil.

2019 Water Rates

	2018	2019	% Change
Base Rate per Annum			
Residential	264.67	275.26	4
Commercial	472.44	491.34	4
Industrial	1,062.94	1,105.46	4
Institutional	2,754.38	2,864.56	4
Consumption Rate			
All Services (per m ³)	2.16	2.16	0

2019 Wastewater Rates with Water Connection

	2018	2019	% Change
Base Rate per Annum			
Residential	204.13	212.30	4
Mixed Use	408.46	424.80	4
Comm./Ind.	1,103.38	1,147.52	4
Institutional	6,301.59	6,553.65	4
Consumption Rate			
All Services (per m ³)	1.44	1.44	0

2019 Wastewater Rates without Water Connection*

	2018	2019	% Change
Base Rate per Annum			
Residential	509.00	529.36	4
Mixed Use	712.88	741.40	4
Comm./Ind.	1,731.31	1,783.25	4
Institutional	10,164.93	10,571.53	4
Consumption Rate			
All Services	1.44	1.44	0

All Rates Effective April 1, 2019

*These accounts are not subject to consumption charges.